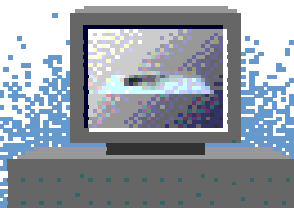




Navy Military Pay Conference



The Cleveland Customer Contact Center



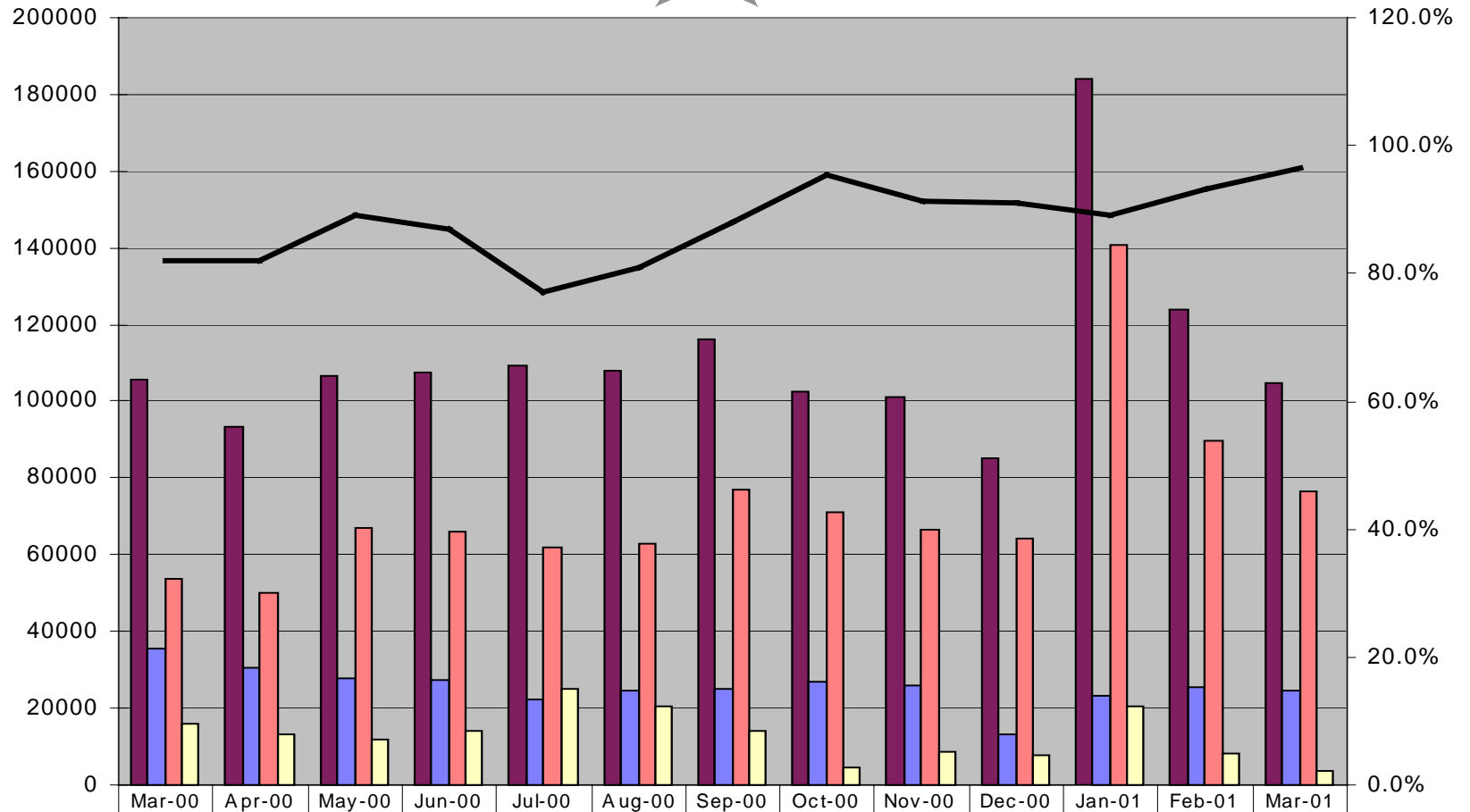
Presented by: Karen Bell, Director for Customer Contact

Cleveland Contact Center



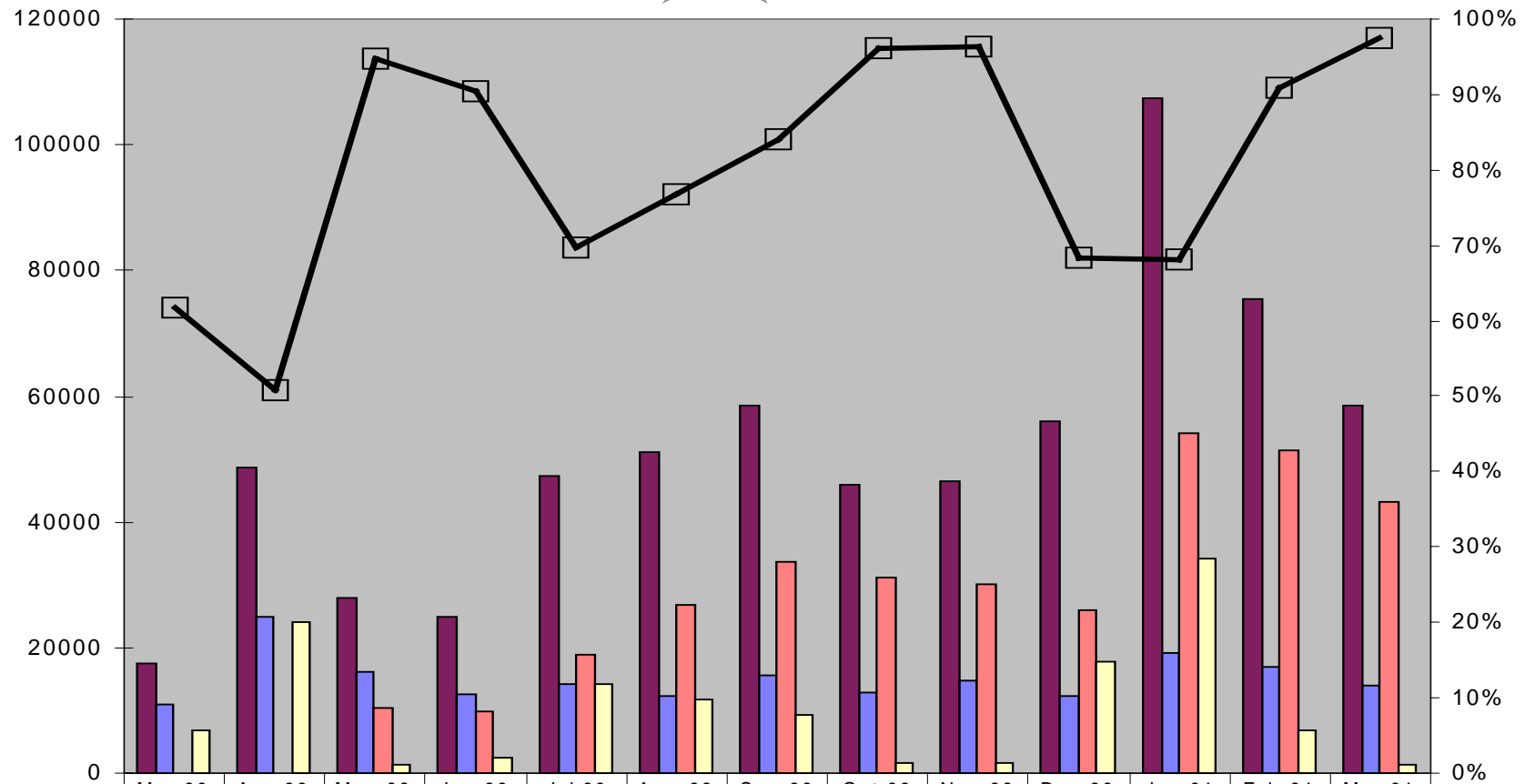
- Mission: *Respond to customer inquiries and requests courteously and professionally, consistently providing accurate information and quality service in a timely manner.*
- Customers call, write, fax and email their requests:
 - *In an average day we have over 8,000 conversations*
 - *In an average month we have over 160,000 conversations*
 - *In an average month we process approximately 6,600 emails*
 - *In an average month we process approximately 8,000 faxes*
 - *In an average month our IVRS handles 140,500 calls*
- Established needed resource base to satisfy customers and lift levels of service. *Today: Adequately resourced to respond to customers, extensive quality standards, access for customers.*

Our Military Pay Business



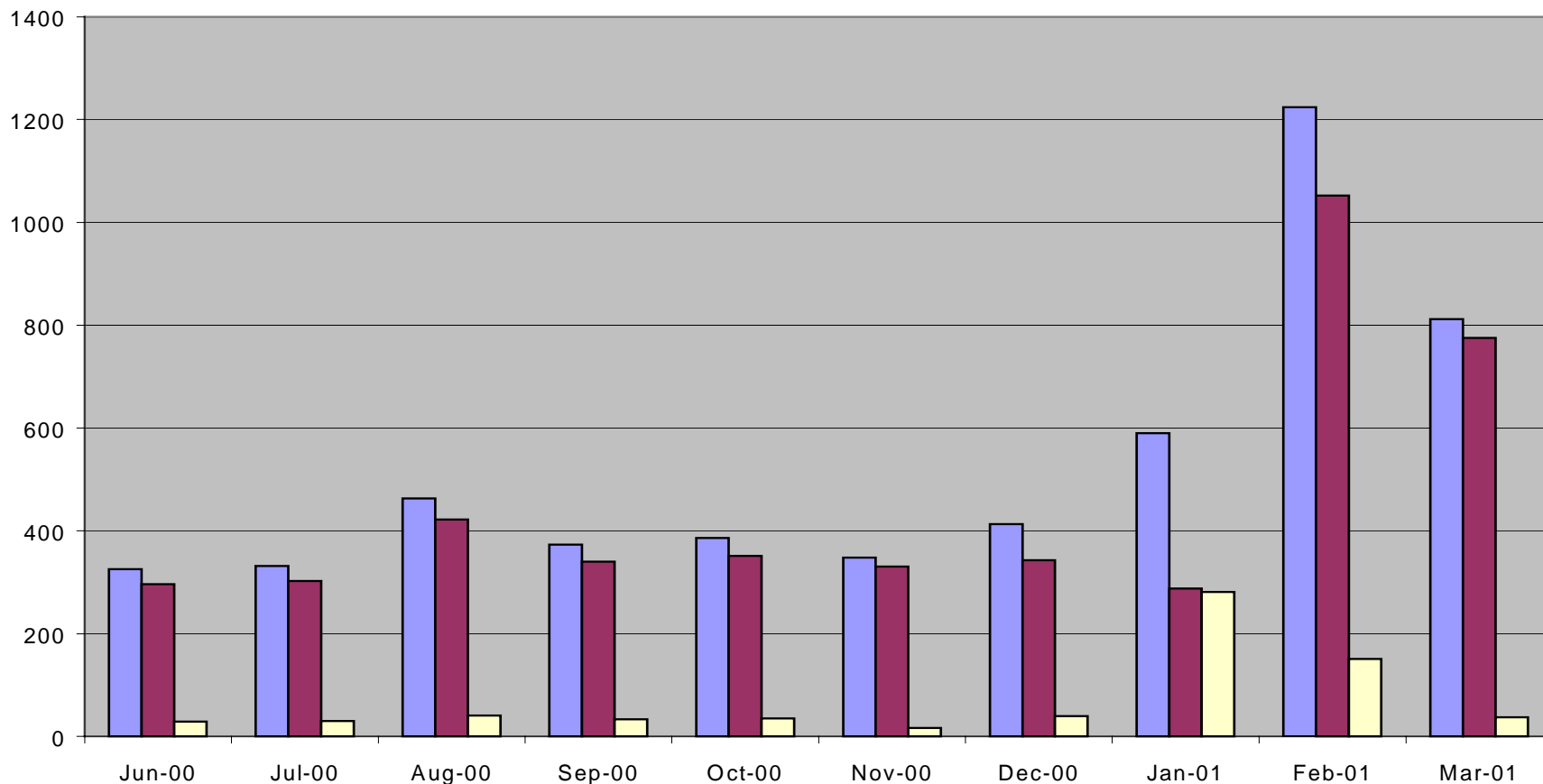
Offered	105622	93620	106451	107498	109132	107848	115999	102310	101039	85106	184237	123852	104701
Answered by CSR	35694	30359	27800	27335	22275	24536	24900	26655	25820	13384	23167	25700	24650
Answered by IVR	53981	49922	66956	65989	61800	62678	77195	70947	66354	64100	140751	89791	76344
Abandoned	15947	13339	11695	14174	25057	20634	13904	4708	8865	7622	20319	8361	3707
Demand Met	82.1%	81.9%	89.0%	86.8%	77.0%	80.9%	88.0%	95.4%	91.2%	91.0%	89.0%	93.2%	96.5%
Talk Time	2.92	2.77	2.68	2.68	2.89	3.18	3.12	2.74	2.91	2.56	2.82	3.32	3.30

E/MSS and PIN Administration Business



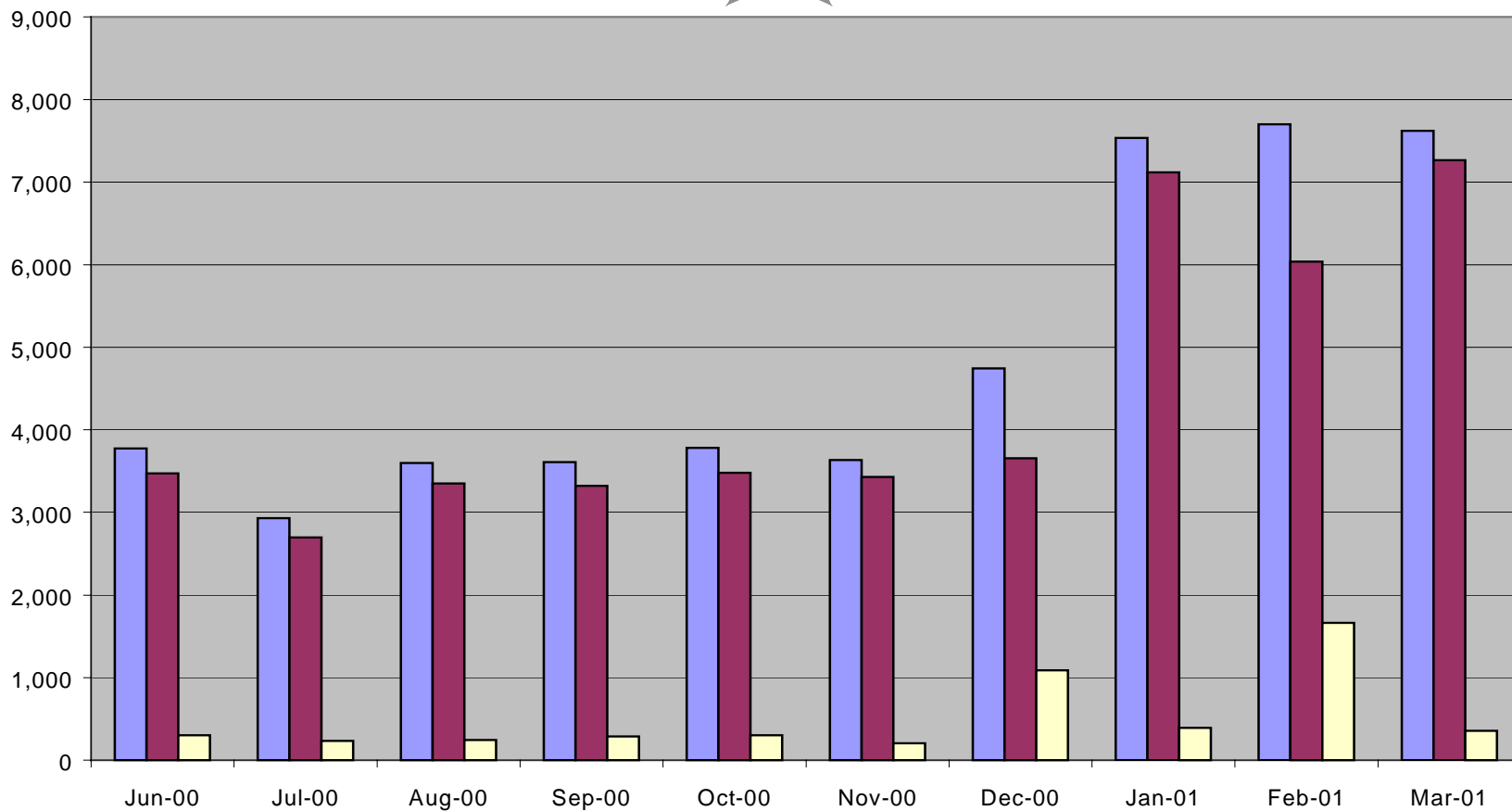
Offered	17630	48674	27877	24923	47344	51117	58386	45820	46519	56053	107440	75375	58611
Answered by CSR	10901	24742	16044	12688	14109	12384	15545	12826	14843	12315	19064	17010	13958
Answered by IVR	0	0	10381	9849	18922	26848	33536	31223	29962	25990	54081	51445	43237
Abandoned	6729	23932	1452	2386	14313	11885	9305	1771	1714	17748	34295	6920	1416
Demand Met	62%	51%	95%	90%	70%	77%	84%	96%	96%	68%	68%	91%	98%
Talk Time	3.08	2.44	2.38	2.01	2.21	2.15	2.18	1.92	1.72	2.9	2.97	3.16	2.78

Our Military Pay Email Business



	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01
Received	325	332	463	373	386	348	413	590	1224	812
Processed	296	302	422	340	351	331	343	288	1052	775
Backlog	29	30	41	33	35	17	40	281	151	37

Our E/MSS Email Business



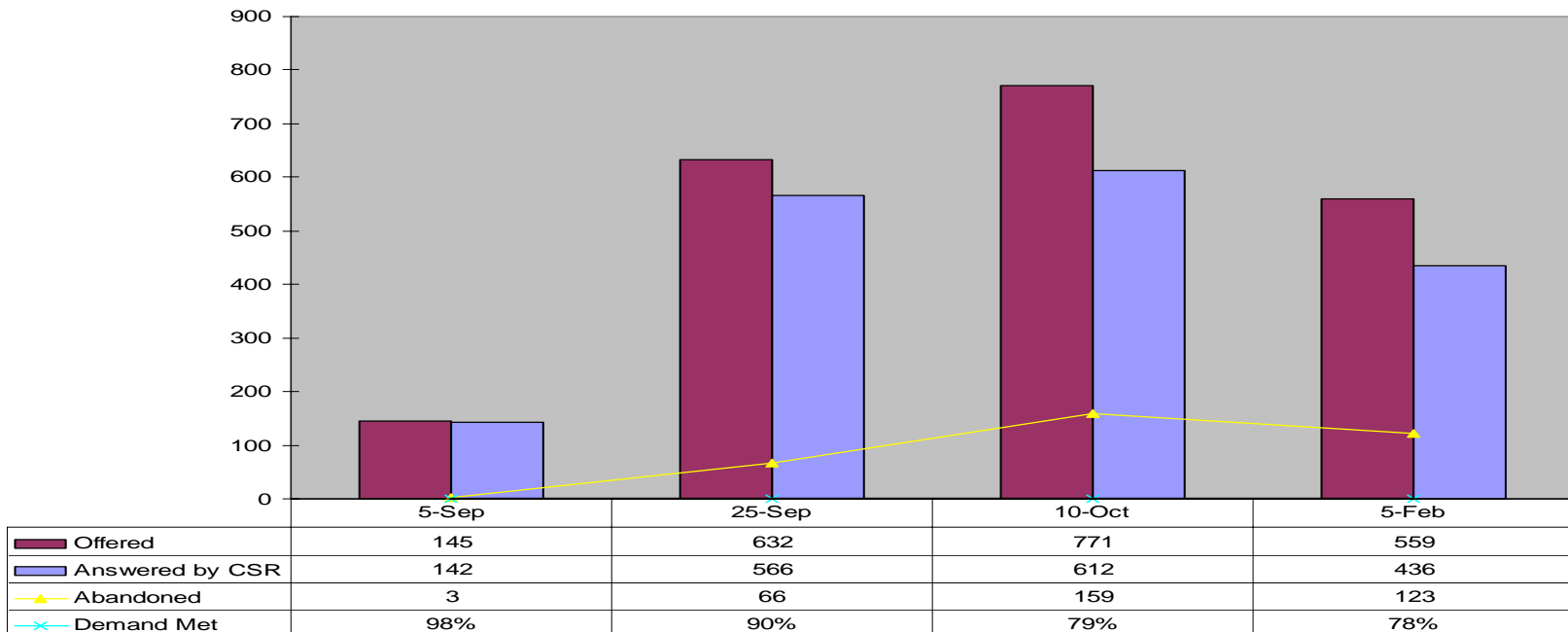
	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01
Received	3,775	2,931	3,598	3,612	3,780	3,637	4,743	7,535	7,701	7,621
Processed	3,473	2,697	3,351	3,323	3,478	3,430	3,655	7,119	6,037	7,266
Backlog	302	234	247	289	302	207	1,088	389	1,664	355

Service Resolution Group (SRG)



Purpose: The SRG is comprised of lead CSRs whose role is to provide both technical assistance and support to CSRs. The SRG is the CSR's primary source of help when customers need non-typical options, more technical expertise, or request to elevate their problem.

Direct relationship between number of SRG calls and new hires:



Quality Assurance Team



Purpose: The role of the QAT is to perform the monitoring function in the Cleveland Customer Contact Center ensuring the following: correct information is disseminated, established procedures are followed and customers receive a consistent quality experience.

Three lead CSRs monitor CSRs at least 3 times a month.

Quarterly Quality Data: January 2001 – March 2001						
	January Productivity	January Quality	February Productivity	February Quality	March Productivity	March Quality
PMCAAA/21 CSRs	874	99	864	98	967	97
PMCAAB/20 CSRs	1141	96	1033	98	926	97
PMCAAC/18 CSRs	1063	94	1017	96	1004	95
PMCAAD/18 CSRs	1158	96	1109	97	1077	96
PMCAAE/19 CSRs	914	95	834	98	806	91
PMCAAF/18 CSRs	1115	97	1075	97	1065	98
PMCAAG/19 CSRs	1123	97	1082	97	1012	95
PMCAAH/18 CSRs	840	97	115	97	1206	97

Benefits:

- Sets standard service expectations
- Increased customer confidence and satisfaction
- Decreased customer complaints

Quality Critique Sheet



CSR Observation Critique

CSR: Date:

Caller: Strt Time:

SSN: End Time:

	Yes	No	N/A	Pts	
1. Identification	0	0	0	110	0%
1.1 CSR greeted the customer.				25	
1.2 CSR verified the customer's identity & complied with Privacy Act.				80	
1.3 CSR identified the purpose of the call.				5	
2. Understanding	0	0	0	20	0%
2.1 CSR used the customer's name in their responses.				10	
2.2 CSR listened and acknowledged the customer's questions and concerns .				10	
3. Verbal/Customer Relation Skills	0	0	0	110	0%
3.1 Speech was clear .				5	
3.2 CSR w as professional , refraining from unprofessional language and remarks.				15	
3.3 CSR repeated information provided by the customer.				5	
3.4 CSR offered options w hen a situation w as beyond the Call Center's function.				4	
3.5 CSR kept the conversation moving forward , not allow ing uncomfortable pauses to occur, or requiring the customer to provoke responses.				55	
3.6 CSR did not allow the conversation to become argumentative .				7	
3.7 CSR refrained from using negative remarks in regard to DFAS as an organization or any of the directorates that make up the organization.				7	
3.8 CSR advised the customer of w hat action will be taken and w hen.				7	
3.9 CSR ended the call positively .				5	
4. Technical Knowledge	0	0	0	60	0%
4.1 CSR provided accurate information .				55	
4.2 CSR used automated systems to capture necessary information.				5	

Met Performance	
GS-6	88-92%
GS-5	85-91%
GS-4	79-85%

Available Points	300
Points Earned	0
% Rating	0%

Comments: